

Developing a Performance Work Statement (PWS)

Overview

- General Tips
- Writing Process
- Using Templates
- PWS Sections
- Work Breakdown Structure (WBS)
- Summary

General Tips

- Take GOOD notes! (your lifeblood)
- Keep organized! Maintain notes, questionnaires, and electronic files in a clear and understandable order
- Be consistent in writing style within your sub-team and with the rest of the team
- PWS writing is an *iterative* process

Writing Process

- Research your functional areas
- Conduct workcenter interviews
- Collect workload data
- Update and post revisions (when practical)

Using Templates

- Templates allow a systematic, “fill in the blanks” approach to data collection for Appendices
- Whenever possible, collect data in electronic format
- Use MS Word 2000, “Times New Roman,” 12 Pt
- Use the correct titles for each PWS section

PWS Sections

The PWS has 10 distinct “parts”:

1. PWS:

- Technical Task Descriptors

- Performance Standards

2. Workload

3. Site Maps

4. GFP

5. Facilities, Systems, and Equipment Assigned for Operations, Maintenance, and Engineering

PWS Sections (cont.)

6. Compliance Documents

7. Reference Documents

8. Support Agreements

9. Certifications

10. Glossary, Acronyms, and Abbreviations

PWS Technical Task Descriptors

- “High Level” overview descriptions of activities and tasks performed in the workcenter
- Written in “First Person”/ Action Verb format. For example, “I”:
 - Operate computer systems and programs.
 - Prepare and distribute management reports.
 - Inspect, maintain, and repair vehicles.

TTDs (cont.)

- Use mission statements as a starting point
- Write separate TTD statements for each workcenter
- Analyze and combine similar functional areas in later stages of the PWS (e.g., data automation) - DO AS A TEAM
- Include performance standards

Performance Standards

- Critical to the mission
- Measurable
- Realistic and attainable (Cost!)
- Think in terms of percentages (What % of the time must the contractor comply?)
- Don't forget the remaining %...

Output Service/Product Workload Estimates

- The PWS shows projected workload. Base this on historical data, plus known changes.
- Write tasks in first person, action verb format
- Quantity and frequency must be understandable. Prorate if necessary.
- Avoid terms like “as required” or “daily”

GFP for Potential Use

- This is equipment, materials, facilities, tools, etc. provided by the government
- The contractor does not have to use these, may provide his own instead
- This can be a “gray area,” especially for maintenance and replacement issues

Facilities, Systems, and Equipment Assigned for Operations, Maintenance, and Engineering

- Contractor has no choice...must use these
- When in doubt (Gov't provided vs. assigned), list as assigned
- Use existing floor plans, diagrams, inventory lists
- Converting documents (.bmp, .xls, .wp5, etc.) into Word ***NOW*** saves precious time later...

Compliance Documents

- Function as a ready made definition of required work and standards of performance
- Where possible, cite the actual section (chapter, paragraph)
- Use existing PWSs as a guide...Did the workcenter identify all the documents that apply?
- Availability (electronic/hardcopy)

Reference Documents

- Usually are background documents, overviews, “nice to know” information (e.g., training manuals)
- Contractor does not have to comply with these, but may need them to “live easier”

Support Agreements

- Does your workcenter deal with another government function (e.g., maintenance)?
- Types:
 - Inter Service Support Agreements (ISSAs)
 - Memorandums of Agreement (MOAs) or
 - Memorandums of Understanding (MOUs)

Glossary, Acronyms, and Abbreviations

- Spell out all *first use* acronyms and abbreviations in the PWS
- Make a list of acronyms and abbreviations used in the PWS
- Define unusual terms and workcenter specific jargon

Work Breakdown Structure (WBS)

- The numbered paragraphs in the PWS serve as connectors for the Appendices
- Because of the frequency of changes in the drafts, these links will not be activated until the very end (Avoid the “ripple effect”)